

WEEK IN REVIEW

A publication of the City Manager's Office

Council Meeting

May 12 - City Council Meeting Agendas (public comments accepted via online form beginning 5/7/20)

Looking Ahead

Most regulatory boards will be meeting virtually including City Council.

Tuesday, May 5: Planning Commission Work Session

Wednesday, May 6: Board of Zoning Appeals

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Congratulations to Assistant Chief Eddie McClellan who has retired after 30 years with the Winchester Fire and Rescue Department.

City Manager's Highlights

The City is encouraging all residents to complete the 2020 Census. A complete and accurate count of all Winchester residents will ensure appropriate distribution of federal funds for infrastructure improvements, public safety, schools, libraries, and more.

In partnership with Sysco, the City has launched a pop-up market to temporarily relieve stress on local grocery and food providers. Order household essentials online and pick up at the Jim Barnett Park Rec Center. [More Info](#)

Public Safety

Winchester Police

- Fulfilled 6 birthday wish program requests and scheduled 8 for next week.
- Completed one background check and one psychological evaluation for new hires. Scheduled applicant testing for May 8.
- Prepared for May 3 First Responder appreciation event at Winchester Medical Center.
- Recorded third episode of DEFROST podcast to be released May 11.
- Crime stats:
 - Crimes against persons (felony) - 3
 - Crimes against persons (misdemeanor) - 3
 - Burglaries (residential) - 0
 - Burglaries (commercial) - 0
 - Property crimes - 7

Winchester Fire and Rescue

- Attended infection control officer's weekly teleconference meeting.
- Held multiple phone calls with Winchester Medical Center and the Health Department regarding COVID-19.
- Updated COVID-19 General Orders.
- Administered State Hazmat Operations test to Recruit Class 2020-1.
- Conducted make-up N-95 fit-testing on Friday and Saturday. Fit-tested masks other than N-95's as supplies are running low.
- At the April 28, 2020 City Council meeting, Emergency Services Consulting International presented the final report from their study of the Winchester Fire and Rescue Department.
- Installed child safety seat for citizen.

Police Activity	#
Calls for Service	557
Directed Patrols	31
Directed Patrols (OTW)	6
Extra Patrols	161
Extra Patrols (OTW)	0
Alarms/False Alarms	16/16
Crash Reports	6
Traffic Citations	6
Traffic Warnings	1
DUI/DWI	2
FOIAs Answered	3
Special Events Permits Received/ Approved	1/0 44 YTD

Fire Activity	#
Fire	1
Overpressure	0
EMS/Rescue	82
Hazardous Cond.	3
Service Call	3
Mutual Aid Given	3
Good Intent	4
False Alarms	3
Special Incident	0
Plan Review	0
Reinspections	0
Inspections	1

Emergency Management

- Completed new Fire and Rescue Medic 5-1 radio installation and testing.
- Participated in weekly Virginia Department of Emergency Management Region 2 COVID-19 call.
- Provided daily COVID-19 situation reports to city leadership.
- Prepared State Homeland Security Program (SHSP) grant.
- Conducted new radio manager training and department coordination.
- Held Unmanned Aircraft System (UAV) remote pilot training.

Development Services

Zoning and Inspections

- Completed:
 - 28 building permit inspections and issued 30 building permits (\$98,938 valuation)
 - 26 code enforcement inspections and initiated 12 new cases
 - 1 new business reviews (0 Zoning User Permits general business, 1 Zoning User Permits home business)
 - 0 PDSP permits
- Removed 0 signs from the public right-of-way (YTD=89)

DATE	Address	Description	Value
04/23/2020	11 MEADOW BRANCH AVE	MED-GAS PIPING FOR 10 DENTAL C	\$10,000.00
04/23/2020	319 HIGHLAND AVE	RE-ROOF	\$12,194.00
04/28/2020	1805 S LOUDOUN ST	REPLACE FURNACE	\$7,000.00
04/28/2020	708 BRUCE ST	REMODEL	\$425.00
04/28/2020	321 W LEICESTER ST	REMODEL 17-1055	\$0.00
04/28/2020	611 W JUBAL EARLY DR STE C	INTERIOR REMODEL	\$47,984.00
04/28/2020	100 N LOUDOUN ST	REMODEL	\$3,000.00
04/28/2020	517 GREEN ST	INSTALL HEAT PUMP	\$9,700.00
04/28/2020	1805 S LOUDOUN ST	REPLACE FURNACE	\$500.00
04/28/2020	224 SHENANDOAH AVE	SVC REPLACEMENT (SAME)	\$2,600.00
04/28/2020	911 WOODLAND AVE	RECEPTACLE 20-480	\$485.00
04/28/2020	300 WESTMINSTER CANT DR	ADD SWITCH, LIGHT	\$600.00
04/28/2020	1404 MAGRUDER CT	SCREENED PORCH	\$500.00

DATE	Address	Description	Value
04/29/2020	614 N LOUDOUN ST	BLDG MOUNTED SIGN	\$750.00
Totals			\$127,307

Arts and Vitality & Old Town

- Continued working on online portal for small business resources.
- Studying and collaborating with benchmark communities on best practices for recovery efforts.
- Continued working on the Farmers Market re-formatting for 2021.
- Worked with Full Circle Marketing on online entertainment concepts for 2021.
- Continued updating and monitoring social media platforms.

Economic and Workforce Development

- Attended weekly Virginia Economic Development Partnership regional EDO Zoom meeting to receive updates on statewide conditions.
- Worked with city departments and private partners to assist in establishing a pop-up grocery store.
- Participated in call with Virginia Economic Development and a prospective business interested in Winchester.
- Continued work on progress of the Kent/Piccadilly and Towers redevelopment sites.
- Participated in Zoom meeting with the Northern Shenandoah Valley regional economic response group to update partners and discuss next steps.
- Launched the popup grocery store and [online ordering site](#) on Shopify.

Planning

- Staffed the April 28 Council Work Session via WebEx. The major item on the agenda was review of the Meadow Branch Ave Apartments, Phase 2 PUD rezoning request. Planning staff is working with the developer to further address concerns that councilors expressed during the work session. A revised Development Plan is likely before the May 12 Council meeting where the item will appear for First Reading.
- Continued to conduct plan review and approval. Held WebEx sessions with developers and with consultants working on the Metropolitan Planning Organization Bike Share program.
- Corresponded with the Comprehensive Plan consultant working on the Redevelopment Sites graphics for update of Chapter 11 of the Plan.
- Prepared and electronically distributed the agenda packet for the May 5 Planning Commission work session and the May 19 regular meeting. There are five public hearings scheduled for this month:
 - PUD rezoning for a 2-lot PUD on Breckinridge Lane
 - Short-term rental on N. Washington Street
 - CUP for a ground-floor residential conversion on E. Piccadilly Street
 - CUP for a Hookah Establishment
 - Major Subdivision for conversion of a 16-unit apartment building to townhouses

Winchester/Frederick County Tourism

- Rolled out a new call-around program for Visitor Center staff to perform weekly check-in calls at over 50 local businesses. Very positive feedback thus far.
- Recorded Tourism Tuesday radio show. Guests were owners of 0-60 Energy Café and Grub2Go Restaurant. Topic was how restaurants are reacting to and navigating their way through the current situation.
- Began the process of setting up the Gift Shop to be able to sell items online and offer touchless pickup.
- Finished work on cover design and final proofing of the 2020 Visitor Guide. Printing will commence soon.
- Began work on creative content for Spirit of Travel promotions during National Travel and Tourism Week.
- Attended the weekly virtual Breakfast Chat with Rita McClenny. Discussion primarily focused on reopening strategies and what-if scenarios.
- Attended the weekly Northern Shenandoah Valley COVID-19 Emergency Response Team meeting. Discussion surrounded impacts, grants, current conditions, initiatives and an open-forum Zoom meeting.

Public Services

- The new 3 million gallon water storage tank at the end of Strothers Lane (behind National Fruit) is being filled with water for final testing and disinfection.
- Along with VDOT, held a good faith effort panel hearing to determine if the low bidder for the Green Circle Phase III project made adequate efforts to obtain DBE (Disadvantaged Business Enterprises) participation as subcontractors for the project.
- Working with FWSA's (Frederick-Winchester Service Authority) consultant on the rate study being completed.

Utility Capital Improvement Projects (7/1/18-present)

Measure	Past Week	Project Totals
Water mains replaced (linear feet)	0	8,292
Water service lines replaced (number)	0	372
Water meters replaced (number)	0	4,573
Sanitary sewer mains replaced/lined (linear feet)	0	6,615
Sanitary sewer laterals replaced (number)	0	111
Sanitary manholes replaced (number)	0	42
Sidewalks replaced (linear feet)	0	39,697
Sidewalks repaired (linear feet)	0	123,835

Division	Activity	Past Week	2020 Year-to-Date Totals	Measurement
Streets	Streets repaved	0	.80	Lane miles
	Potholes repaired	0	52	#
	Mowing	4.66	49.89	Acres
	Miles of streets swept	33.30	916.99	Miles
	Tons of leaves hauled	0	58.50	Tons
Trees	Dead/diseased trees removed	0	105	#
	Trees trimmed	0	524	#
	Stumps removed	2	137	#
Traffic	Street signs Installed/replaced	26	225	#
	Pavement markings repainted (City)	0	211	Linear feet
	Pavement markings repainted (contractor)	0	5,273	Linear feet
Refuse & Recycling	Refuse collected	132.49	2,193.03	Tons
	Recycling collected	42.50	615.256	Tons
	Large item pickups	0	47	#
Transit	Total passengers	980	32,465	#
	Revenue miles pick up/drop off	1,994	53,327	Miles
	Revenue hours pick up/drop off	194.98	5,078.27	Hours
Utility billing	Payments processed	1,527	24,384	#
	New bills mailed out	0	22,639	#
	Water services turned off (non-payment)	0	125	#
Water treatment plant	Average daily water demand	4.89	5.53	Million gallons/
	Peak daily water demand	5.14	6.53	day
Wastewater treatment plant	Average daily flow treated	6.54	7.33	Million gallons/
	Peak daily flow treated	7.59	17.21	day
Water distribution and wastewater collection	Water main breaks repaired	0	6	#
	Water meters read	0	25,721	#
	Fire hydrants flushed	0	0	#
	Sewer mains cleaned	60	40,754	Linear feet
	After-hours call outs	1	52	#
Engineering	Site plans reviewed	3	55	#
	Floodplain permits issued	0	17	#
	Utility as-builts reviewed	0	4	#
	Right-of-way permits issued	5	171	#
	Land disturbance permits issued	1	5	#
	Stormwater facility inspections	0	6	#
	Erosion and sediment control inspections	31	427	#
	Erosion and sediment notices to comply	0	0	#

Division	Activity	Past Week	2020 Year-to-Date Totals	Measurement
Facilities Maintenance	Work requests completed	17	331	#
	Special events assistance	0	4	#
	Maintenance of pedestrian mall	28	447	Staff hours
Equipment maintenance	Total repairs completed	23	817	#
Winchester Parking Authority	Work requests completed	5	101	#
	Special events - assistance provided	0	2	#
	Vandalism or property damage issues	0	6	#
	New monthly rentals	0	56	#
	Monthly rental cancellations	1	73	#
	Total monthly leases in all autoparks	-1	1,125	#
	Available monthly spaces in all autoparks	+1	287	#
	Hourly parkers (all four garages)	209	30,039	#
	Park-Mobile transactions	46	9,562	#
	Meter violations	0	2,309	#

Parks & Recreation

- Launched the fourth [Triple Q quiz](#) about Horseshoes on Facebook and YouTube.
- In coordination with the Department of Emergency Management opened and is operating a Point of Distribution (POD) for materials received and required by other internal departments. The POD is operational Mondays, Wednesdays and Fridays [from 9:00 AM - 11:00 AM](#) for the pickup of supplies.
- Progressed with preparations for reopening when permitted.
- Discussed front desk enclosure as a safeguard and to encourage social distancing between staff and customers.
- Implemented new policy regarding part-time staff. An answering system has been installed at the front desk.

Social Services

- Received 79 Benefit Program applications: 38 SNAP, 28 Medicaid, 12 TANF, 2 VIEW, 1 Child Care, 0 Auxiliary Grant, 0 General Relief-Burial, 0 Home Energy Assistance Program
- Provided case management to: 1,603 Medicaid, 4,053 SNAP, 65 TANF, 17 Auxiliary Grant, 29 individuals receive VIEW services, 55 families/96 children receive Child Care Subsidy Assistance, 322 Home Energy Assistance Program cases.
- Virginia Department of Social Services has transitioned several required trainings to an online-only format. Several WDSS Family Services Specialists attended the Child Protective Services New Worker training.
- Virtually held the Quality Assurance and Accountability Review, conducted by the Virginia Department of Social Services on 4/22/20. WDSS is in compliance, with no financial errors in the case review process.
- Leadership initiated the goal development process for FY21. This process will result in SMART goals to be implemented in each of the agency's units in the next fiscal year.

Weekly Activity	#
Clients walk-ins/drop-offs	0/32
Child Protective Service (CPS) referrals/case management load	3/40
CPS family assessments & investigations of alleged maltreatment	41
Placed "on notice" for foster care entry by JDRC	6
Children in/entered/exited foster care	47/0/0
Adoption subsidy cases/adoptions finalized	45/0
Benefit program fraud & overpayment referrals/investigations/recoupment claims	2/21/91
Family Service intakes	3
Adult Protective Service referrals/case management load	1/5
Adult guardianships/cases	2/81
Adult Protective Service investigations/intakes	10/4
Family Services Prevention case management load	6
Uniform Assessment Instrument screenings	3
Interstate Compact on the Placement of Children (ICPC) case management	3

Communications

- Distributed the April 29 CitE-News issue. [View](#)
- Handled 1 media requests for City information and staff interviews; 2 inquiries for WPD.
- Edited and posted the Parks' next Triple Q video about [Horseshoes](#).
- Continued designing new slides for Comcast channel 6.
- Created a [Happy Retirement video](#) for WFRD Assistant Chief Eddie McClellan. Edited another of his [farewell parade](#).
- Wrote and released the [April 30 episode](#) of the Rouss Review Podcast. Topic: Arbor Day and spotted lanternfly.
- Created [audio waveform videos](#) for Winchester 101 (past 2 episodes) and posted individual episodes to SoundCloud and YouTube.
- Recorded and edited the next episode of the WPD's [DEFROST](#) podcast that will be released on May 11.
- Continued researching public records disaster recovery requirements in order to develop a plan and program.
- Continued [COVID-19](#) and 2020 Census promotions.
- Working with Social Services on several promotions for emergency SNAP benefits and state resources.
- Creating a online Winchester history trivia quiz with the Historical Society.

311 Requests Received	#
FOIA	10
New Recycling Bin	6
Missed Trash/Recycling Collection	-
Trash on Property	-
City Tree Issue	-
Traffic Signal Issue	-
Dead Animal in Road	-
Ask a Question	3
Stormwater Drainage Issue	-
Pothole	-
Street Light Out	-
Tall Grass	1
Water/Sewer Service	-
Citibot	3
Total/YTD	23/185

Date	City Press Releases/Related Press Releases
4/24	Winchester Fire and Rescue Chief resigns - read
5/1	Virginia's SNAP program to issue emergency benefits in May - read
5/1	City launches a pop-up market to relieve stress on stores - read
Date	Articles in <i>The Winchester Star</i>
4/25	Fire chief resigns: "It's not working out here"
	Democrats announce Winchester, Frederick candidates
	Cajacking suspect charged in home invasion
4/28	Study: Winchester Fire and Rescue Department 'stressed'
	Winchester City Council sets stage for FY21 budget adoption
5/1	Winchester City Council still reluctant to grant tax exemptions
	Letter to the editor: What a guy

Support Services

Innovation & Information Services

- Resolved wireless bridge issue at the water treatment plant that was causing internet outages.
- Continued changes to the Commissioner of Revenue's Personal Property registration form and driver's license invoice to change address.
- Made additional updates to SLF Hub Site. Added in subpage "Latest Updates," and added in a map view of the current quarantine area in VA.
- Adjusted Spotted Lanternfly Quarantine Area schema in the GIS map to provide the ability to show expansion of quarantine over time.
- Configured a time-aware application to display current weather radar from NOAA for Emergency Operations Center dashboards. Data will be displayed on a loop.

Help Desk Requests	Count	Closed
Account Management	3	8
Applications	8	11
GIS	6	0
Hardware	6	8
Information Only	1	1
Infrastructure	2	7
No Action Required	1	6
Not Assigned	16	0
Procurement/Disposal	0	0
Reporting	0	0
Research	3	3
Total	40	44

